

99-515-C

236047

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

## SOUTH CAROLINA OPERATIONS

COMPANY NAME

Fidatel, Inc

QUARTER / YEAR

1<sup>st</sup> / 2012

Month:

Jan    Feb    Mar

Number of Customer Access Lines

163    139    96

Trouble Reports / Access Line (%)

10%    10%    10%

Customer Out of Service Clearing Times (%)

100%    100%    100%

New Installs Completed w/in 5 Days (%)

99.9%    99.9%    99.9%

Commitments Fulfilled (%)

99%    99%    99%

Comments / Explanations: \_\_\_\_\_

Person Making Report / Contact Information:

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2012 APR - 6 - 10:13  
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